

## **PLANNED OUTAGES AFFECTING CRIMINAL JUSTICE APPLICATIONS**

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### **Purpose**

To establish a policy for scheduling software and hardware maintenance/upgrades which impact the CICSCJ application. See related *procedure*.

### **Scope**

This policy applies to all ITS employees and all ITS mainframe customers.

### **Background**

The availability of on-line applications within the CICSCJ environment is critical to the safety and effectiveness of State and local law enforcement personnel. Outages of this application must be kept to an absolute minimum.

### **Policy**

- A. All planned outages affecting the availability of CICSCJ or network access to CICSCJ will be confined to one Sunday per month between the hours of 06:00 and 12:00.
- B. A schedule for those outages will be developed and published once per quarter with the participation of ITS Software Management Services, ITS Operations, ITS Networking, and customer agencies who share the mainframe environment in which CICSCJ operates.
- C. Exceptions to the schedule for a repair will be granted in an emergency when customers are being impacted adversely by a problem. Such exceptions must be approved by first-level management, and the Department of Public Safety must be notified.
- D. Any other exception to the schedule must be approved in writing by the ITS Director



or Assistant Director and by the designee of the Director of the Department of Public Safety.

